Title (en)
METHOD AND DEVICE FOR OBTAINING VOICE SERVICE

Title (de)
VERFAHREN UND VORRICHTUNG ZUR ERLANGUNG EINES SPRACHDIENSTES

Title (fr)
PROCÉDÉ ET DISPOSITIF PERMETTANT D'OBTENIR UN SERVICE VOCAL

Publication
EP 2961148 A1 20151230 (EN)

Application
EP 15168635 A 20150521

Priority
CN 201410286323 A 20140624

Abstract (en)
The present disclosure discloses a method and device for obtaining a voice service belonging to mobile communication field. The method includes: obtaining a service process corresponding to a service number of a current call, wherein the service process includes input prompt information corresponding to respective stages, and the input prompt information is used to prompt a user to input information; after the service number is put through, display the input prompt information in the service process, and receive a keyboard signal input by the user for responding to the input prompt information; and send the keyboard signal to an automatic voice service system providing a service according to the keyboard signal, which avoids the problems that the user does not know what kind of response signal should be input to continue the query until he or she listens to the whole voice prompt information.

IPC 8 full level
H04M 3/493 (2006.01); **H04M 1/724** (2021.01)

CPC (source: EP KR RU)
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Citation (search report)
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- [X] US 2014134979 A1 20140515 - SEN ABHISHEK [US], et al
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CN112650438A; US10772101B2

Designated contracting state (EPC)
AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

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DOCDB simple family (publication)
EP 2961148 A1 20151230; **EP 2961148 B1 20170510**; BR 112014032622 A2 20170627; CN 104125347 A 20141029; JP 2016524886 A 20160818; JP 6062607 B2 20170118; KR 101653723 B1 20160902; KR 20160010284 A 20160127; MX 2015000203 A 20160426; MX 350935 B 20170925; RU 2014152900 A 20160910; RU 2609570 C2 20170202; WO 2015196667 A1 20151230

DOCDB simple family (application)
EP 15168635 A 20150521; BR 112014032622 A 20141023; CN 2014089329 W 20141023; CN 201410286323 A 20140624; JP 2016528345 A 20141023; KR 20147035962 A 20141023; MX 2015000203 A 20141023; RU 2014152900 A 20141023